

ABSTRACT OF THE DISCLOSURE

A method and system for supervising and supporting various customer services offered to a contracted dwelling house over a communication network by a service provider, by a supervisory server equipped on the communication network, using a communication network, such as the Internet. According to which, the supervisory server judges access request from the communication server of the service provider to allow the communication server to access to the home information communication terminal unit when identifying its authentication, but to reject access to the home information communication terminal unit when not identifying its authentication, in which the contracted dwelling house receives various desired customer services through the home information communication terminal unit by executing service application program which is provided by the service provider and is installed into the home information communication terminal unit connected to an indoor network laid in the contracted dwelling house, and after allowing for access of the communication server of the service provider to the home information communication terminal unit, watching communication associated with the communication server unit and the home information communication terminal unit, to judge whether or not the customer service is normally offered to the contracted dwelling house.